

W-01906A-09-0283

**ORIGINAL**  
**ARIZONA CORPORATION COMMIS**  
**UTILITY COMPLAINT FORM**



0000101358

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2009      80492

Date: 7/20/2009

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First: Edda & H. G.      Last: Smittenaar

Account Name: Edda & H. G. Smittenaar

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sierra Vista

CBR: [REDACTED]

State:

AZ

Zip: [REDACTED]

is: E-Mail

Utility Company: East Slope Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

(DOCKET NO. W-01906A-09-0283)

To whom it may concern:

Today we received a Notice from the East Slope Water Company regarding a +100% increase on the "average monthly bill. "

Apparently the Commission will hold a "public" hearing that amounts to a Star Chamber proceeding on August 18, 2009 to decide the merits of the proposed increase.

We object to the increase and we object to the fact that the public will almost have no access to this meeting. The meeting will be held in the middle of the day on a Tuesday, when most people will have to be at work (except, of course, members of the Commission and representatives from the East Slope Water company).

Why cannot you set a series of hearings in the evening to allow maximum participation from the public and also, have additional locations for the hearings, such as Sierra Vista, Bisbee, Douglas, Benson, etc. People who have to work for a living, or who live in outlying areas are currently de facto prevented from voicing their opinions.

Sincerely,

Edda Smittenaar

CC: East Slope Water Company

Sierra Vista Herald

\*End of Complaint\*

Utilities' Response:

Arizona Corporation Commission  
**DOCKETED**

JUL 27 2009

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

2009 JUL 27 P 4:08

RECEIVED

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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\*End of Response\*

**Investigator's Comments and Disposition:**

7/20-

I called customer @ 1:30 p.m. and acknowledged receipt of her letter. Customer said she is not in favor of such a huge rate increase. Customer also mentioned that a Public Comment meeting should be held on Sierra Vista as those who work will not be opened to attend this Public Comment meeting that will take place at 9:30 a.m. on August 18th. I told customer that she should write the Commissioners in hopes of maybe changing the Public Comment Meeting date and time and possibly the location site (venue).

I mentioned to customer that her letter will be docketed and may be read by the Commissioners and staff prior to the Commissioners rendering their Decisions. Customer was thankful that the ACC called her to acknowledge receipt of her letter. FILE CLOSED.

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I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards East Slope Water Company Unisource - Docket No. W-01906A-09-0283

\*End of Comments\*

**Date Completed: 7/20/2009**

**Opinion No. 2009 - 80492**

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